

E-01345A-11-0224

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



0000137141

Investigator: Scott Friedson

Phone: (602) 364-1065

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2012 - 104215

Date: 6/17/2012

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

Arizona Corporation Commission
DOCKETED

JUN 04 2012

Complaint By: First: Carol Last: Snyder

DOCKETED BY JSM

Account Name: Carol Snyder

Home:

Street:

Work: (000) 000-0000

City: Sedona

CBR:

State: AZ Zip: 86351

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

Carol J. Snyder

Sedona, AZ 86351

May 30, 2012

Arizona Commission Counselor
1200 West Washington
Phoenix, AZ 85007

RECEIVED
2012 JUN -4 A 10:04
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

RE: (1) "Smart Electric Meters" to be installed in Verde Valley homes in near future

(2) APS. I have a Supraventricular Tachycardia heart condition; I do NOT want a "smart meter" installed at my above home address, because I am "electro magnetic sensitive."

Dear Arizona Commission Counselor's Department:

It is my understanding that in the near future, APS is planning on replacing our current electric meters with so-called "Smart Electric Meters" on homes in the Verde Valley!

I called APS Customer Service at 800-253-9405 and asked them to put me on the "list" of people who do NOT want a "Smart Electric Meter" installed at their home. I was told that I would be placed on this list, but that I'd have to pay an undetermined \$ charge each month.

I also wanted to get this request in writing to APS and was given your address. I am "electro magnetic sensitive" and I do NOT want to be exposed to the massive amounts of electro magnetic energy that your "smart electric meters" would undoubtedly be emitting.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I am a Senior Citizen. For over 40 years, I've taken medication for a heart condition called Supraventricular tachycardia (rapid and irregular heartbeats reaching 180 beats a minute).

On Jan. 8, 2012, I had a Supraventricular Tachycardia episode, which caused me to have a minor heart attack. On Jan. 12, 2012, I had Cardiac Electrophysiological and Cardiac Ablation procedures performed on my heart by Dr. Arby Nahapetian who is a specialist in this field. Since I am still prone to rapid and irregular heartbeats, I continue to be on heart medication.

Consequently, I do NOT want a "smart electric meter" installed on my Sedona home because it could cause me to have another SVT episode.

Thank you for your help in this matter.

Respectfully,

Carol J. Snyder
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/1/12 emailed APS.

Questions for APS:

When will the customers area be converted to the Smart Meter?

Has APS determined an Opt-Out process yet?

If so, please contact customer with information.

If not, when?

End of Comments

Date Completed:

Opinion No. 2012 - 104215
